



# Tenancy Application Form

1/1 Charlotte Close, Woree QLD 4868  
Tel (07) 4033 5118 Fax (07) 4054 7354  
reception@dccairnsproperty.com.au

**Applications WILL NOT be processed unless ALL information is supplied.  
Each applicant over the age of 18 must complete a separate Application.**

**The property will not be held for you until the application has been approved and the first 2 weeks rent has been paid to our office in cleared funds.**

## OFFICE HOURS

Our office is open Monday to Friday 8:30am - 5:00pm

## PHOTO IDENTIFICATION

When returning your application, you must submit a form of photo identification.

## REQUIRED SUPPORTING DOCUMENTS

Please submit supporting documents with your application. Your application will not be processed if all documents are not given. Our office will require you to submit a minimum of 100 points for your application to be considered.

### **THERE IS A PHOTOCOPYING FEE OF \$1.00 PER PAGE APPLICABLE IF PHOTOCOPYING IS REQUIRED**

20 points	Previous Rent Ledgers	20 points	References from previous Agent/Lessor
20 points	Proof of Income (Must be submitted)	20 points	Current Motor Vehicle Rego Papers
25 points	Drivers Licence / Passport	10 points	Copy of Telstra / Ergon / Gas Account
25 points	Birth Certificate	10 points	Other Identification / Bank Card / Medicare

- Photo Identification (18+ Card, Drivers Licence, University or TAFE Card, Passport)
- Other Identification (Medicare card, bank card, pensioner card)
- Proof of current address (Phone Bill, Electricity Account, Tenancy Agreement, Council Rate Notice)
- Proof of regular housing payments (Tenant Ledger, Proof of Mortgage Payments, Rates Notice)
- Proof of Income (Wage Slips, Bank Statements, Employee Letter, Centrelink letter).
- Written References (Personal, Rental and Employment)

## PROCESSING AN APPLICATION

In most instances, we are able to process your application within 48 hours and advise you by telephone. **If we are unable to contact all of your referees &/or the owner, this process may take longer.**

## APPROVAL OF AN APPLICATION

If your application is approved, please return to our office prior to moving into the property to collect a copy of your Tenancy Agreement, Body Corporate By Laws (if applicable) and Information Statement "Renting in Queensland".

## SECURING THE PROPERTY - PAYMENT of 2 week's rent

Once the application has been approved please pay a minimum of two (2) week's rent to secure the property. This must be paid in cleared funds (cash or bank cheque). Personal cheques will not be accepted. The property will be secured when the money is received and all parties have signed the tenancy related documents.

## GENERAL INFORMATION

### TENANCY AGREEMENT, SPECIAL CONDITIONS & INFORMATION STATEMENTS

The tenancy agreement and special conditions, tenant information booklet and body corporate by-laws (if applicable) are available for viewing in our front office. It is important that you read and understand this documentation including any special conditions prior to completing the application and entering into the tenancy agreement.

## **COLLECTION OF KEYS**

You will need to collect the keys, finalise payment of monies and sign all documents office hours ONLY.

## **PAYMENT OF RENT & BOND**

Prior to taking possession of the property, we require 2 weeks rent and 4 weeks bond. If your weekly rent is more than \$500 per week, the bond requirement may vary. **This office does not except bond transfers from other agencies.** All monies must be paid in cleared funds or cash prior to collecting the keys.

## **BOND LODGEMENT**

It is important to know that all parties signing the Bond Lodgement Form at the commencement of the tenancy must be present in the office at the end of the tenancy to sign the Refund of Bond Form. Failure to have all signatures on the Refund of Bond Form will result in delays of up to 3 weeks for monies to be released. You will also need to inform our office of the portion of bond each tenant is contributing.

## **PAYMENT OF RENT**

It is our company policy that all rental payments are to be made via EFTPOS at Donna Cahill Cairns Property, Internet transfer or taking money directly into bank. Rent can be paid, via cash, eftpos or cheque at reception in office. (Please be advised NO CHANGE can be given).

## **SIGNING OF THE TENANCY AGREEMENT**

All occupants must be present to sign the Tenancy Agreement prior to collecting the keys. The keys will not be released unless all occupants have signed the Tenancy Agreement, shown photo identification and paid all monies in cleared funds.

## **ELECTRICITY CONNECTION/TELEPHONE CONNECTION**

It is the tenant's responsibility to connect the electricity and gas and to ensure that it is disconnected at the end of the tenancy. All connection costs and deposits are the tenant's responsibility. If you like, we can get you in contact with Connect Now who can disconnect your old electricity/gas and reconnect at your new property.

ERGON (Electricity) 13 10 46      ORIGIN GAS 133 574      TELSTRA (Telephone) 13 22 00

## **CONDITION REPORTS**

When you move into the property, be very particular with the Condition Report and make sure you mark down anything not already outlined on the report. If you do not mark it down, you will be liable for discrepancies when you vacate. You must return the Condition Report to our office within three days of moving into the property. Keep the report in a safe place during your tenancy, as you will need to refer to the report when vacating the property.

## **TENANT DEFAULT AGENCY**

Our office is a member of TICA, which is a tenant default agency. Should you default in your rent or breach a term of your Tenancy Agreement, the details will be listed with this agency at the end of your tenancy. Once listed, the information will remain on file until the default is rectified. We do look forward to a harmonious agent tenant relationship, and we will only take this course of action when absolutely necessary. If you experience financial hardship throughout the tenancy it is imperative that you contact our office to discuss the matter in further detail.

## **CUSTOMER SERVICE STANDARDS**

### **WE CARE FOR OUR TENANTS**

Our philosophy is that tenants are our business! Without you we have no business. For this reason it is more important than ever that we value, respect and care for your needs. We don't want you to feel as outsiders; but part of our business. We understand that you deserve our immediate attention with requests and deserve to be greeted with a friendly courteous smile at all times. **WE WANT TO DELIGHT YOU WITH OUR SERVICE**

### **Our customer service standards are:**

- ✓ To present to you well maintained and clean properties
- ✓ To process tenancy applications within 48 hours
- ✓ To clearly explain your rights and obligations at the commencement of the tenancy
- ✓ To prepare all documentation in accordance with the Residential Tenancies Act
- ✓ To prepare a detailed condition report and inventory list if applicable
- ✓ To collect a full rental bond prior to the tenant receiving the keys
- ✓ To respond to your telephone calls within 24 hours and fax and email requests with 48 hours
- ✓ To attend to complaints promptly and to listen and understand both sides point of view
- ✓ To attend to maintenance promptly in accordance with priority
- ✓ To keep all appointments and turn up on time (extreme circumstances prevailing)
- ✓ To carry out regular property inspections and forward a detailed report to our Lessor
- ✓ To protect your privacy in accordance with legislation requirements
- ✓ To provide you with a quality service based on honesty, integrity and professionalism



# Tenancy Application Form

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Please ensure all fields are completed so we can process your application promptly.

## Rental Property Details

Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Rental Amount Per Week \$ \_\_\_\_\_ Bond Amount (equivalent to 4 weeks rent) \$ \_\_\_\_\_

Commencement Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Term: \_\_\_\_ months

## Applicant Details

Full Name: \_\_\_\_\_ Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email Address: \_\_\_\_\_

Australian Driver's Licence No: \_\_\_\_\_ State: \_\_\_\_\_ Expiry Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Passport No (if applicable): \_\_\_\_\_ Country: \_\_\_\_\_ Expiry Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Do you own a car? Yes / No Make/Model: \_\_\_\_\_ Car Rego: \_\_\_\_\_

Occupants who will reside at the property

Full Name: \_\_\_\_\_ Age: \_\_\_\_\_

Full Name: \_\_\_\_\_ Age: \_\_\_\_\_

Full Name: \_\_\_\_\_ Age: \_\_\_\_\_

Full Name: \_\_\_\_\_ Age: \_\_\_\_\_

Pets – if yes, how many? \_\_\_\_\_ Type/Breed: \_\_\_\_\_

## Current Tenancy Details

Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Do you: Rent / Own Length at this Address: \_\_\_\_ months \_\_\_\_ years

If Renting – Rent Paid \$ \_\_\_\_\_ per week Reason for leaving: \_\_\_\_\_

Name of Landlord/Agent: \_\_\_\_\_ Phone Number: \_\_\_\_\_

## Previous Tenancy Details

Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Did you: Rent / Own Length at this Address: \_\_\_\_ months \_\_\_\_ years

If Rented – Rent Paid \$ \_\_\_\_\_ per week Reason for leaving: \_\_\_\_\_

Name of Landlord/Agent: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Did you receive your bond back in full? Yes / No If no, provide details: \_\_\_\_\_

Have you ever been evicted from a premises? Yes / No

Are you currently in debt to any Landlord/Agent? Yes / No

If Yes, please provide details: \_\_\_\_\_

## Employment Details

Current Employer: \_\_\_\_\_ Position: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_  
Length of Employment: \_\_\_\_\_ Income \$ \_\_\_\_\_ per week / fortnight

## Previous Employment Details

Previous Employer: \_\_\_\_\_ Position: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_  
Length of Employment: \_\_\_\_\_ Income \$ \_\_\_\_\_ per week / fortnight

## Self Employed

Business Name: \_\_\_\_\_ ABN: \_\_\_\_\_  
Business Type: \_\_\_\_\_ Income \$ \_\_\_\_\_ per week / fortnight  
Accountant Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Solicitor Name: \_\_\_\_\_ Phone: \_\_\_\_\_

## Use of Premises

Will the premises be used for business purposes? Yes / No

## References

Business Referee: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Personal Referee: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_

## Emergency Contact

Next of Kin: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Other: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_

## Utility Connection

**connectnow.**

Let **Connect Now** reduce your stress and save your time by arranging your utility connection at the property... at no extra cost! Ask the Staff at Donna Cahill Cairns Property for an application form.

## Declaration

I acknowledge that this is an application to lease this property and that my application is subject to the owner's approval and the availability and the availability of the premises on the due date. No action will be taken against the Landlord or Agent if the application is unsuccessful or upon acceptance should the premises not be ready for occupation on this date, for whatever reason. I accept that rental amounts are subject to change by providing the required notice.

I agree, unless otherwise noted upon commencement the property will be in the same condition as upon my inspection.

I agree that if this application is successful, I am required to pay 2 week's rent on or prior to the signing of the Lease Agreement within 24-48 hours of approval. The commencement date of this lease agreement will indicate my rental pay date and after this first initial payment, I am obliged to pay each weekly rental payment in advanced to that specified and agreed rental payment date. I am also required to pay the equivalent of four (4) week's rent on or prior to collection of keys which will be the bond and will be forwarded to the Residential Tenancies Bond Authority until the termination of the Lease Agreement.

I agree, unless otherwise noted, upon commencement this property will be in the condition as upon my inspection.

I, the above-mentioned applicant solemnly declare that the information contained in the application form is true and correct. I understand that making false statements is punishable by law and I shall notify the agent of any changes to the information immediately.

I understand my responsibilities to arrange for the connection and payments of gas, electricity, telephone and water consumption unless connection is made through Connect Now.

I hereby acknowledge and authorize Donna Cahill Cairns Property. To conduct independent reference checks and to provide my information to the landlord for the purpose of assessing my eligibility to rent the property.

I hereby offer to rent the property from the owner under a lease to be prepared by the Agent pursuant to the Residential Tenancy & Rooming Accommodation Act 2008.

## Tenancy Privacy Statement

Due to recent changes in the Privacy Laws, from December 21, 2001 all property managers must ensure that you fully understand the national Privacy Principles and the manner in which we must use your private information in order to carry out our roles as professional property managers. Please take the time to read this Privacy Statement carefully, and once completed return to this office with your tenancy application. As professional property managers, we collect personal information about you. To ascertain what personal information we have about you, you can contact the office.

## Privacy Disclosure Statement

The personal information you provide in this application or collected by us from other sources is necessary for us to verify your identity to process and evaluate your application and to manage the tenancy. Personal information collected about you in this application and during the course of your tenancy, if your application is successful, may be disclosed for the purpose for which it was collected to other parties including the Landlord, referees, other Agents and third party operators of tenancy reference databases. Information already held on these databases may also be disclosed to us and the Landlord. If the Applicant enters into a Residential Tenancy Agreement, and if the Applicant fails to comply with their obligations under that agreement that fact and other relevant personal information collected about the Applicant during the course of the tenancy may also be disclosed to the Landlord, third party operators of tenancy reference databases and/or other Agents.

If the Applicant would like to access the personal information that this Agency holds they can do so by contacting the Agent at the address and contact numbers contained in this application. The Applicant can also correct this information if it is inaccurate, incomplete or out-of-date. If the information is not provided, this Agency may not be able to process the application and manage the tenancy.

## Terms of Application

I, the applicant, do solemnly and sincerely declare that the information provided is true and correct and has been supplied at my own free will.

I, the applicant understand that you as the agent for the lessor have collected this information for the specific purpose of checking identification, character, credit worthiness and determining if the applicant will be a suitable tenant for the property.

I have inspected the above listed rental property and wish to take a tenancy of such premises for a period of \_\_\_\_\_ months/years from \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ at a rental of \$\_\_\_\_\_ per week. The rent to be paid is within my means and I agree to pay a bond of \$\_\_\_\_\_.

It is agreed that acceptance of this application is subject to a satisfactory report as to the tenant's credit worthiness. I understand that you as the agent are bound by the Privacy Act and the National Privacy Principals and **authority** is hereby given to the agent to check credit references, employment details, previous rental references, database agencies, personal references and any other searches which may verify the information provided by me. I also **authorise** the agent to give information to the Lessor of the property, credit providers, insurance providers, other agents, salespeople, database agencies, references named in this application or any other third party who would have a beneficial interest relating to a tenancy matter and understand this can include information about my tenancy, credit worthiness, credit standing, credit history or credit capacity.

Once a tenancy agreement has been entered into the tenant **agrees** that should they fail to comply with their obligations under the agreement, the failure to comply may be disclosed to third party operators of tenant default registry agents and or other agents.

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Full Name:

Signature:

Date: / /